

The background of the slide features a photograph of a person working at a desk. On the desk, there is a laptop, a white mug, and a small potted plant. The person's hands are visible, one resting on the laptop keyboard and the other near their chin.

**Deloitte.**

# Known Error Database: Service and Analytics Module for Faster Incident Resolution

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**TEAM SPARTANS**

# Incident Management Is Still the #1 Driver of IT Operations Cost and Most Enterprises Solve the Same Problems Repeatedly

Despite ITSM maturity, enterprises lose millions annually due to repeat incidents, tribal knowledge, and ineffective knowledge reuse.

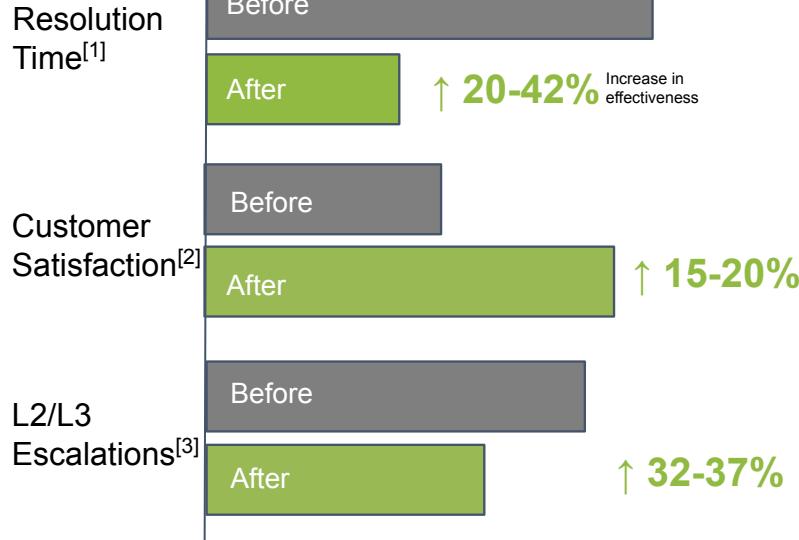
- 13% of incidents are repeat or known issues - *freshworks*
- 20–30% of Resolution Time driven by knowledge unavailability / poor reuse - *McKinsey*
- 25–40% of knowledge loss from employee turnover - *Panopto*



# IT Operations Efficiency and Cost Saving Analysis

## Operational Intelligence Effectiveness

Helps decrease MTTR, Repeated Incidents and L2/L3 Escalations



## Cost Savings at 15K incidents/year

### Assumptions

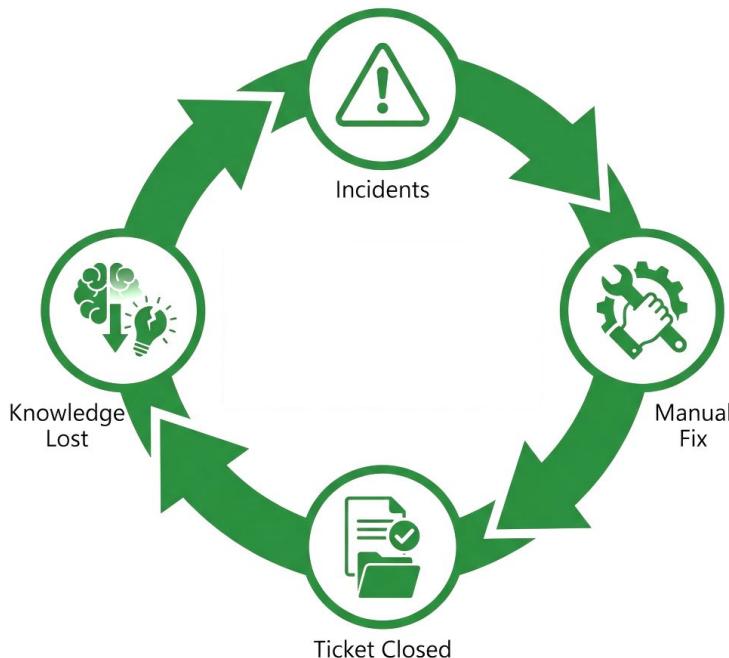
Avg cost per incident: \$25–\$65  
Escalation cost multiplier: 3–5x

### Impact Outputs (Big Numbers)

\$40K – \$180K  
annual OPEX savings

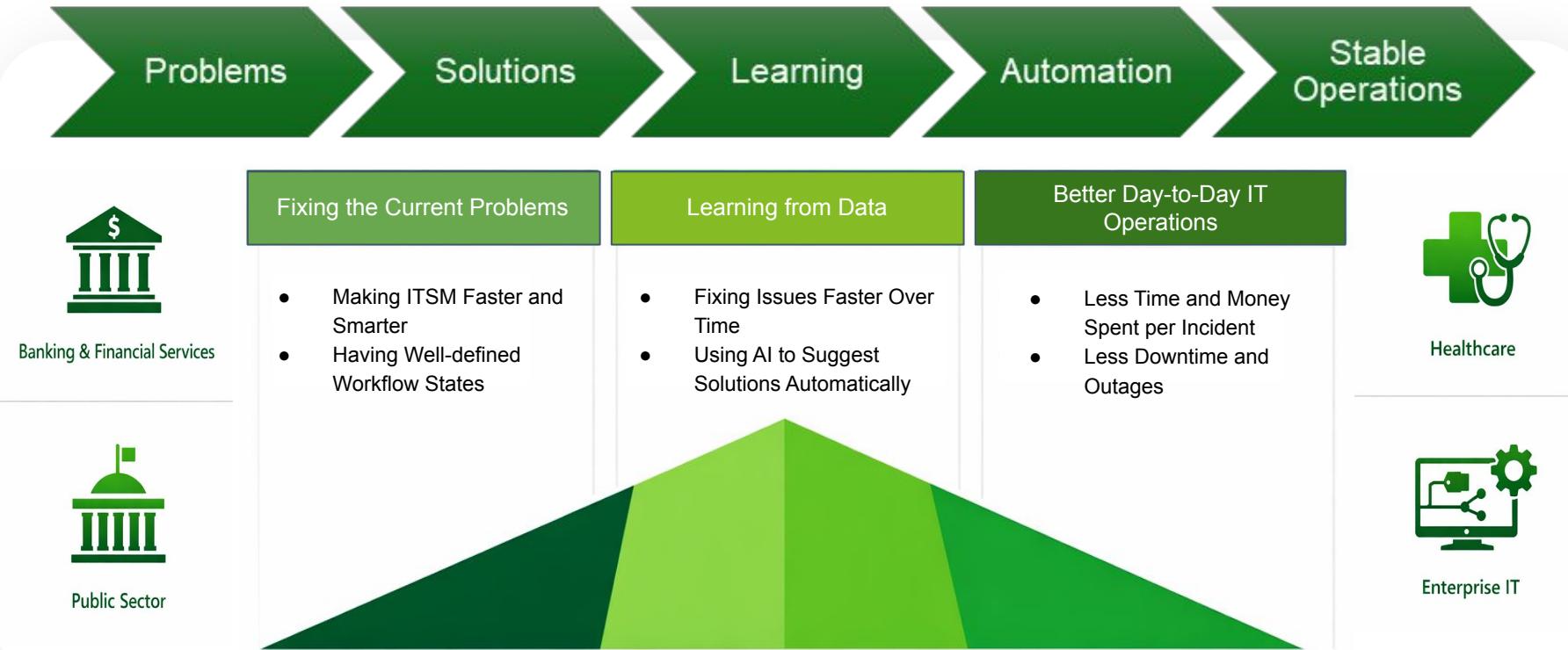
# Why Traditional ITSM Knowledge Fails to Reduce Incidents at Scale?

## Issue with Traditional ITSM Tools

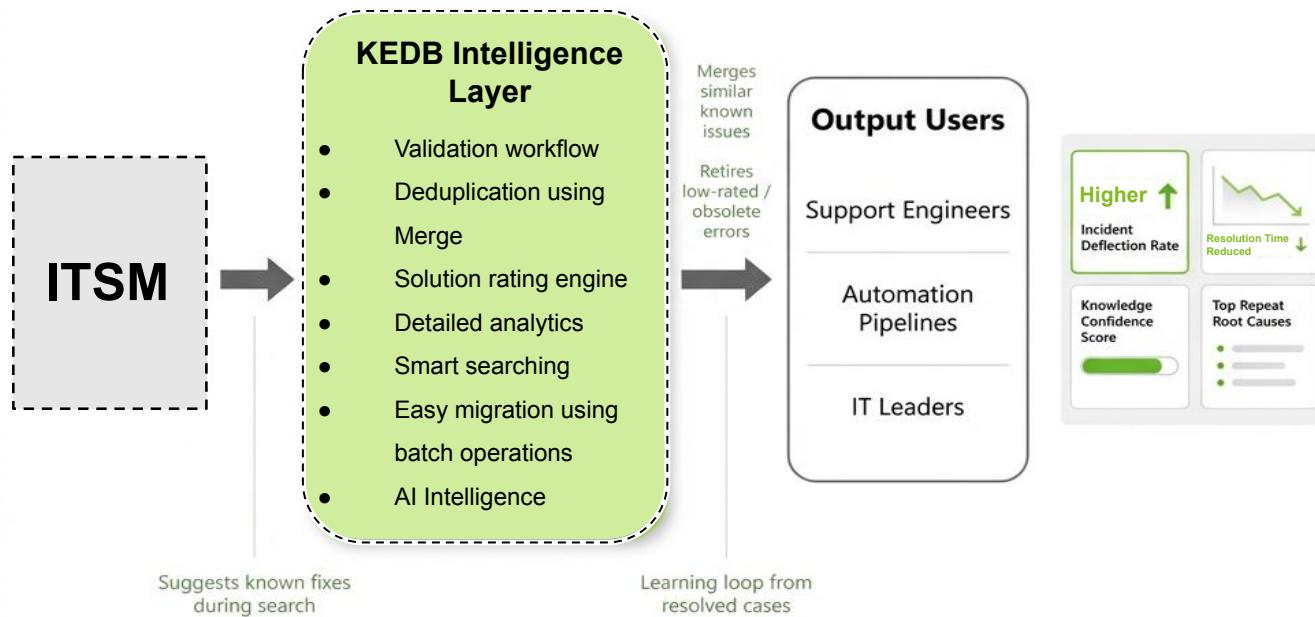


| Capability                  | Traditional ITSM | Our KEDB Platform             |
|-----------------------------|------------------|-------------------------------|
| Known Error discovery       | Manual           | Real-time smart search        |
| Governance lifecycle        | ✗                | Workflow-driven               |
| Duplicate & stale detection | ✗                | Analytics and Merging         |
| Effectiveness measurement   | ✗                | Resolution success tracked    |
| Continuous improvement      | ✗                | Feedback-driven using Ratings |
| Enterprise auditability     | ✗                | Built-in                      |

# How This Helps Organizations



# Evolving ITSM Tools into Smart Resolution Platforms



Faster resolution



Lower escalations

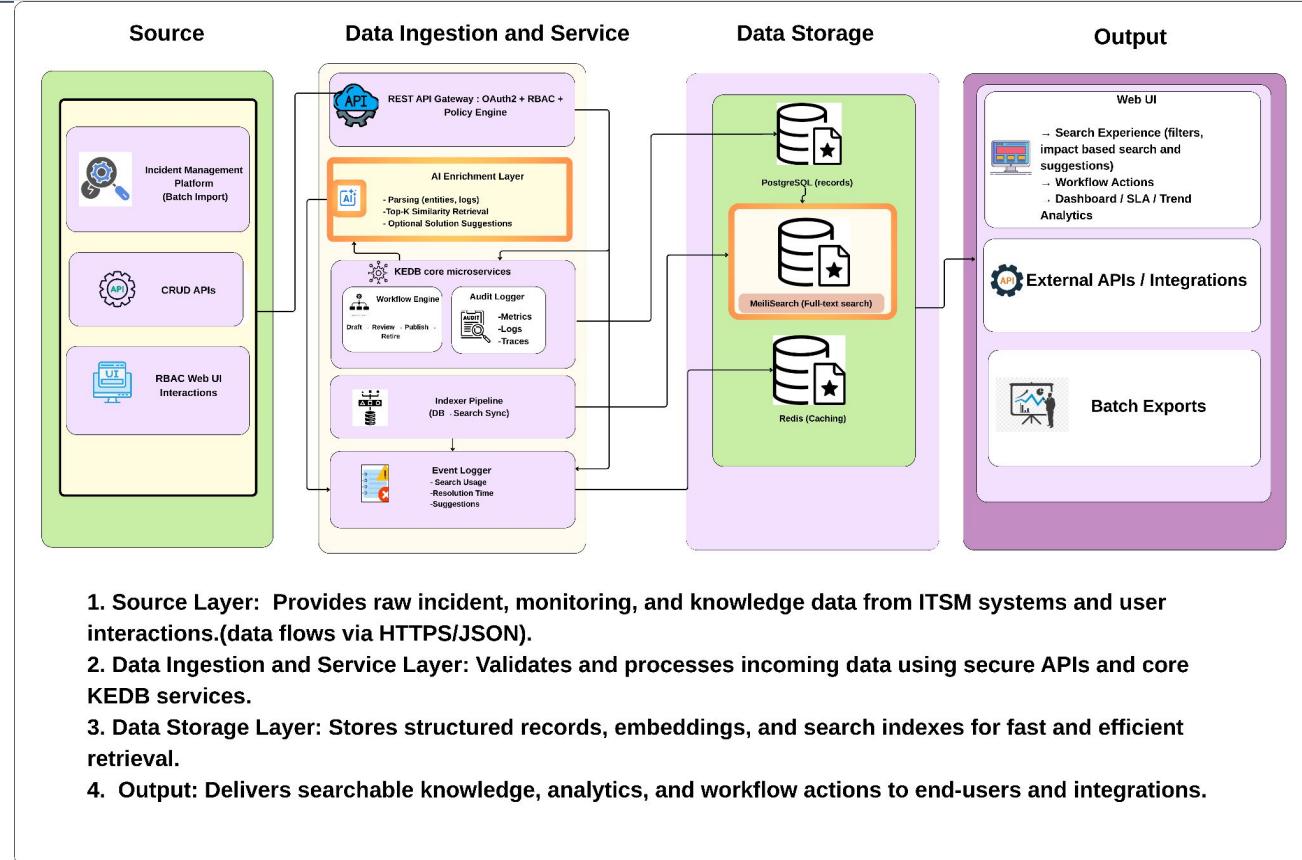


Reduced Repeat Incidents



Lower Costs

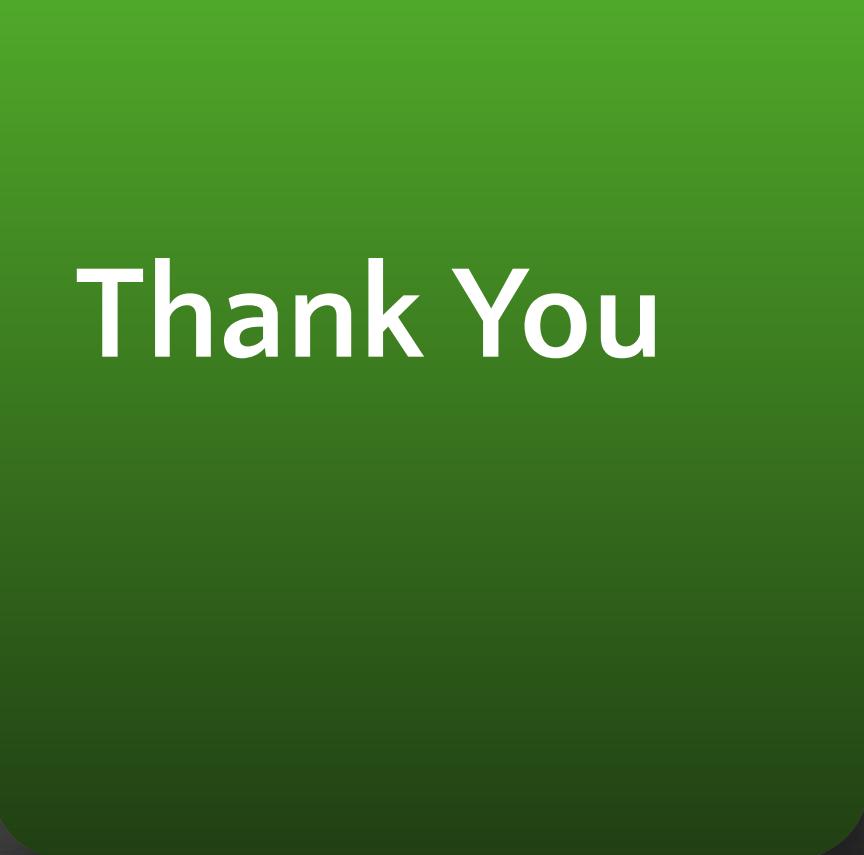
# Architecture Diagram





## Appendix

- **IT Incident Volume and Recurrence**  
Research indicates that the average organization manages approximately **1200 IT incidents per month**, with **13% classified as repeat incidents**.
- Source:** Freshworks – Freshservice ITSM Best Practices  
<https://www.freshworks.com/freshservice/itsm/problem-management-best-practices/>
- **Time Spent Searching for Information**  
An internal report by **McKinsey and Company**, frequently cited across the industry, estimates that employees spend **1.8-2.5 hours per day**, or approximately **9.3 hours per week**, searching for and gathering information.
- Source:** UTR Conf -  
<https://utrconf.com/top-3-reasons-why-we-spend-so-much-time-searching-for-information/>
- **Knowledge Concentration Risk (“The 42% Problem”)**  
Research highlighted by Panopto identifies that **42% of job-related knowledge is unique to individual employees** and not documented or shared.
- Source:** ResolveOnce Blog - The \$200 Billion Problem: IT Support Waste  
<https://www.resolveonce.com/en-us/blog/200-billion-problem-it-support-waste/>
- **Impact of LLM-Enhanced Knowledge Operations**  
Academic findings published in the Journal of Multidisciplinary Knowledge report that organizations implementing **LLM-powered intelligent knowledge bases** achieved **42% reduction in Average Handling Time** (or Resolution Time) and **37% increase in First Contact Resolution**.
- Source:** Journal of Multidisciplinary Knowledge  
<https://jmkg.datatables.com/index.php/j/article/view/>



Thank You



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